ITCD

WRIS User Guide
NASA Headquarters
October 2015

Work Request Intake System (WRIS) is a NASA Headquarters Web-based application that all Headquarters employees have access to and can use to submit IT work requests. WRIS provides a work intake form where customers can enter high-level details about their work request. It also has search and report generating capabilities. Once a work request (WR) is entered in WRIS, it manages the work flow until completion.

Logging in to WRIS

To access WRIS, follow the steps below:

1. Go to WRIS.hq.nasa.gov.
2. Provide your credentials:

Windows Users	Insert your PIV smartcard and enter your PIN if prompted.
Macintosh Users	Click the **Agency User ID** button and enter your username and password.

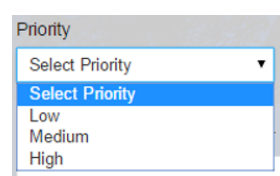
Initiating Work Request

To initiate a work request, follow these steps:

1. Click the **Initiate WR** tab.
2. To provide the Requester's name (Owner of the WR who must be a Civil Servant) and information, enter their last or first name and then click **Find Requester** | From the names that display, select the correct name.

   The Requester information auto-populates. Click **Reset** to clear the name and enter a new one.
3. Enter a Task Order number if desired/applicable.

4. Enter a title (up to 255 characters) describing the Work Request. This is a required field.
5. Enter the requirements that make up this Work Request (up to 500 characters). This is a required field. Include user list, location(s), platform (Windows, Mac, etc), and NEMS ECN(s).



6. From the **Priority** menu, select **Low**, **Medium**, or **High**.
7. If someone helped to define the technical requirements, enter that person's name in the **Technical POC** field.
8. Select **Yes** or **No** to the question **Will This WR Involve Access to Classified Information?** This is a required field.

9. If applicable, enter a **Justification** (up to 500 characters) for the Work Request.
10. Use up to 500 characters to enter any additional comments needed for this Work Request.
11. In the **Upload WR Supporting Documents** section, click **Choose File** and navigate to any supporting documents you wish to upload. You are limited to five documents.
12. Once all required fields have been completed, click **Save**. A confirmation message appears at the top of the screen.

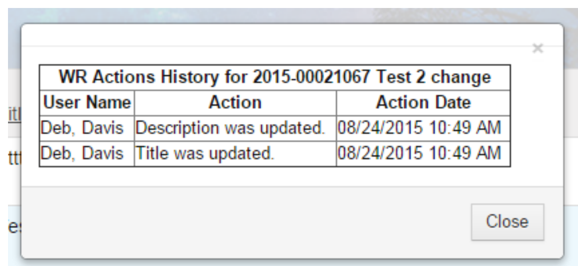
    Clicking **Cancel** clears all fields and returns you to the top of the screen.

Searching

The WRIS Search capability allows you to search key words, Requestor Last Name, Requestor First Name, Submitter Last Name, Submitter First Name, Status, Work Request ID, and Work Request Title. Search results are read only and cannot be saved.

1. From the toolbar at the top, click **Search**.
2. Enter a search term in the text box at the top | Click **search**.

   Your search results displays.
3. To sort your search results, click the title of the column.
4. Users with PM and PP& C permissions can see an **Actions** menu with the **Search** results. They can select any of the following:
   - **Edit**: Allow those with PM and PP& C permissions to edit the WR.
   - **View Details**: Shows the WR in non-editable mode.
   - **History**: Shows a history of any changes to the WR, as shown.



WR Actions History for 2015-00021067 Test 2 change		
User Name	Action	Action Date
Deb, Davis	Description was updated.	08/24/2015 10:49 AM
Deb, Davis	Title was updated.	08/24/2015 10:49 AM

Editing a Work Request

Only those with Project Manager or Project Planning & Control (PP&C) permissions are able to edit a Work Request. To edit a Work Request, follow these steps:

1. Go to the **Search** page as described above and search for the desired Work Request.
2. From the **Actions** menu on the right, select **Edit**.
3. Make edits to the Work Request as desired.

Generating Reports

WRIS has pre-defined reports from which you can choose:

- Work Requests by Start and End Date
- Work Requests with No PMs Assigned
- Work Requests by Submitter
- Work Requests by Requester

To generate a report:

1. Click the **Reports** tab.
2. Under **Reports**, click on the report you wish to generate.
3. Supply any requested information.
4. Click **Search**.

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

This document is posted on the ITCD Web site at:
http://itcd.hq.nasa.gov/instructions.html